

Making Bus Stops a Priority



Why Now

The 2006 Regional Bus Conference Concluded:

- "Regional Action on Bus Stops is required to improve customer experience and safety"
- "Improvements are needed in service change communications, maintenance, interactive multi media trip planners, universal guidance on bus stop design, and jurisdictional coordination"

Why Now

12,000 Bus stops in the region

- Lack cohesive elements
- Locations based on heritage or squeaky wheels
- Accessibility varies widely
- Wide variety of information available, but no uniformity



What are we doing about it?

- Several efforts are underway
 - Bus Stop Inventory
 - Accessible Pathways
 - Bus Stop Guidelines
 - Bus Stop Information

Bus Stop Inventory

- Completed in late 2007
- Created one regional database
- Consistent information across jurisdictions
- Central place to store and access information
- Consultants on contract to maintain database and keep current until April 09

Bus Stop Inventory

- Survey Elements
 - Geographic Identification
 - Accessibility
 - Safety and Security
 - Information/Signage
 - Amenities



Bus Stop Inventory

- Database allows users to pull up specific stops with access deficiencies
 - Including:
 - Sidewalk, landing pad, connection to curb,



Uses of Data

- Identifying stops with greatest concerns and prioritizing improvements
- Service & Facilities Planning
 - WMATA staff used information from the Bus Stop inventory for the 30s Line Study

Accessible Pathways

- Currently underway
- Cost of metroaccess continues to rise
- Evaluating Metroaccess data to determine if existing customers can achieve access to fixed route transit
- Identify locations where creation of accessible pathways can reduce metroaccess use
- Recommendations will be passed to jurisdictions



Bus Stop Information Study

- As Jurisdictions take over responsibility for bus stops, provision of information has become more complicated
- Information boxes are ageing
- Many groups are responsible for pieces of information maintenance

Bus Stop Information Study

- Aims to develop a consistent, reliable system of customer information for all stop types



Bus Stop Information

- Study will:
 - Collect Best Practices
 - Technology
 - Static Information
 - On-Board information
- Recommend
 - Schedule formats
 - Maintenance responsibilities
 - Information hierarchy by stop type



Bus Stop Guidelines Study

- Develop unified set of guidelines for region
 - Recommend amenities
 - Stop Hierarchies
 - Stop Spacing and Location



Conditions and amenities at stops in close proximity can vary widely

Bus Stop Guidelines Study

- Develop 3 new scenarios for stop spacing in the region
 - Each scenario will be evaluated to determine relative cost and time savings, political feasibility

Bus Stop Guidelines

- Create formal process for request or removal of stops
 - Formal process takes community pressure off of individual planners

Final Product

- One source for the region detailing:
 - Existing Stops
 - Existing Conditions
 - Required information
 - Spacing and Location Guidance
 - Specific process for community requests

www.metrobusstopguidelines.com